



City of Tempe

COMMUNITY SERVICES MANAGER

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	411	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Community Services	<i>Salary / Hourly Minimum:</i>	\$88,334
<i>Supervision Level:</i>	Manager	<i>Salary / Hourly Maximum:</i>	\$119,251
<i>Employee Group:</i>	SUP	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Museum Manager
<i>Drug Screen / Physical:</i>	N	<i>EEO4 Group:</i>	Professionals

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS

Receives direction from the Community Services Director, Deputy Community Services Director – Recreation Services or other management staff.

Exercises direct supervision over supervisory, professional, technical and clerical staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Four years of increasingly responsible experience in the implementation and coordination of recreational and community center programs and activities, early childhood education, education, according to the requirements of assigned area, including two years of supervisory experience.
<i>Education:</i>	Equivalent to a Bachelor's degree from an accredited college or university with major work in recreation administration, early childhood education, marketing, education, business administration or a degree related to the core functions of this position.
<i>License / Certification:</i>	<p><u>When assigned to Kid Zone Program:</u></p> <ul style="list-style-type: none"> • May require the possession of or required to obtain a State of Arizona Child Care Site Director license. • May require the possession of or required to obtain First Aid and CPR certifications. • The ability to obtain a Level 1 Fingerprint Clearance card issued by the Department of Public Safety.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To plan, organize and manage, through subordinate supervisors, the operations of a major Recreation Section, Special Events or Kid Zone Enrichment program within the Community Services Department and to supervise the operation of related facilities, programs and staff.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Develop, implement, supervise, promote and evaluate assigned section activities and services; develop, recommend and implement program activities, including services for all generations from pre-school to older adult.
- Develop, manage and oversee contracts, lease, MOU and intergovernmental agreements with other agencies and organizations and ensure contractual compliance. Create and implement solutions to contract issues outlined in agreements between outside service providers and the City of Tempe.
- Coordinate with city attorneys on (events and others have agreements that are not intergovernmental) agreement issues.
- Design and conduct surveys; economic impact studies and prepare proposals on financial and staffing requirements; design, develop and perform various independent statistical and research studies to monitor economic processes affecting the budget.
- Prepare operational budget; assist in budget implementation; participate in forecasting funds; administer approved budget.
- Recommend capital improvement projects to expand and improve assigned section facilities including major and minor maintenance repairs. Develop strategic plans to address growth and expansion of facilities and program needs.
- Purchase necessary equipment and supplies; initiate bids for equipment and/or service providers; prepare bid specifications as required in accordance with the City procurement code.
- Oversee registration process and information for participants; monitor process for efficiency, accuracy and customer service.
- Work with Communication & Media Relations Staff for media relations, including serving as liaison with media. Oversee coordination of the production and distribution of a wide variety of printed and electronic materials.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing services, recommend and implement policies and procedures.

- Evaluate program operations and activities; recommend improvements and modifications; prepare reports as requested on relevant operations and activities.
- Coordinate program activities with the general public, non-profit agencies, other departments and City staff.
- Monitor and ensure program compliance with pertinent city, county and state laws, rules and regulations and licensing standards; consult with city attorneys on facility and program issues regarding recreation, special events, community/multi-generational and Kid Zone.
- Maintain awareness of new developments and legal requirements impacting services; incorporate into existing programs as needed.
- Consult with school officials, emergency service staff, police, public assistance staff and other public and private agency representatives to seek assistance and find solutions to participant problems; create and maintain emergency evacuation and crisis situational plans for facility staff and service agencies.
- Prepare comprehensive reports and facilitate presentations to the Department Director concerning operation issues; makes presentations to committees, Boards, citizen groups, council and external organizations.
- Plan, implement, schedule, and evaluate special events and activities relating to the program to which assigned.
- Coordinate the research, development, execution and evaluation of technology implementation as it relates to services, programs, facilities and events offered through the Community Services Department.
- Participate in the selection of staff; provide or coordinate staff training; Provide pro-active performance planning utilizing performance management tools; formalize performance goals, outline professional development plans, and discuss job competencies; recognize exceptional job performance and correct deficiencies; implement disciplinary action as necessary.
- Plan, prioritize, assign, supervise and review the work of staff involved in providing assigned section services and programs; work with program participants and staff to ensure program effectiveness.
- Respond to difficult and sensitive inquiries and complaints and recommend corrective action as necessary to resolve complaints.
- Research, apply for, and administer alternative funding sources and grants that will enhance the services, programs, events and facilities.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

When assigned to Kid Zone Program:

- Develop and administer Kid Zone Enrichment programs designed to meet the needs of children, youth, families and school district staff throughout the community.
- Consult with school and agency officials, Department of Health Services (DHS), National Afterschool Association (NAA), and Department of Economic Services (DES), to ensure compliance and to enhance programming.
- Maintain contracts and reports with DES for site services to individual families.
- Maintain DHS program licenses and comply with rules and regulations, reports and re-licensure responsibilities.

- Develop and administer all human resources functions for part-time staff hiring process including fingerprinting, City paperwork and orientation, drug testing and background checks.
- Provide or coordinate staff training programs to meet DHS, DES, NAC and NAA requirements for employees.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Pending

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY

Effective January 2006

Revised Nov 2010 (Removed optional driver's license statement)

Revised Dec 2010 (updated title change)

Revised February 2017 (update job title, job duties, and min quals)